

# Real Rents Property Management Ltd

## Renting Guide & Terms and Conditions

Please read this document carefully before applying to rent a property through Real Rents Property Management Ltd (RRPM Ltd). All Tenants must sign the declaration at the end of this document before any application can be considered.

### RENTING GUIDE

To apply for a property, you will be required to visit our website and complete the application form online. You will also be required to sign this document and provide a copy of your identification. Identification is required as part of the Right to Rent checks. The list of identification required can be found by following the link below. We will also need to verify these documents in person before we can proceed to signing any tenancy agreements.

<https://www.gov.uk/government/publications/right-to-rent-document-checks-a-user-guide>

Any conditions of your offer should be made at the application stage. They should be provided in writing on the application form and any subsequent conditions will not be considered after the application has been formally accepted. Verbal conditions with the negotiator cannot be accepted.

Once the application has been completed, the landlord of the property will be informed of your offer which will either be accepted, a counter offer put forward or rejected.

RRPM Ltd requirements for acceptance are a clean credit history, full time employment (not scheduled to end before the end of the tenancy), earning 2.5 times the annual rent and a satisfactory landlord reference (if applicable). Landlords will have the option to consider your application even if you don't meet the criteria above, but the final decision on if the tenancy will proceed, will always be subject to Landlord approval. The Landlord may also need to consider occupancy requirements, mortgage lenders requirements and insurance stipulations to ensure that the property size, facilities and legal requirements are met.

If your offer is accepted, you will be required to make payment of a property retainer. This will amount to no more than 1 weeks rent. This can be calculated by multiplying the monthly rent by 12 and dividing by 52 to calculate 1 weeks rent. As an example, a property that has a monthly rent of £950, the weekly rent and therefore the holding fee would be calculated as follows: -

$£950 \times 12 = £11,400$   
 $£11,400 / 52 = £219.23$

The property retainer required to secure the property would equate to £219.23.

If your offer is rejected, or a counter offer is proposed, you will be informed by via email or phone.

If for any reason the landlord withdraws the property, then all monies paid will be refunded in full via BACS as soon as possible and within 5 working days.

Real Rents Property Management Ltd  
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Milton Keynes  
MK3 7DE  
01908 465 130  
[info@realrents.co.uk](mailto:info@realrents.co.uk)  
[www.realrents.co.uk](http://www.realrents.co.uk)

Registered in England No.  
08567469



Barclays Bank  
Real Rents Property  
Management Ltd  
Sort Code: 20-57-44  
Account Number: 03386295

Updated: 1<sup>st</sup> June 2019

Only once we have received the property retainer, the property will be taken off the market and referencing will proceed. You will be contacted via email or SMS with instructions on how to provide your information to our referencing partner. We require referencing for each person over the age of 18 who will reside in the property.

Following referencing, we will notify you of the decision and either confirm a move in date or inform you of an unsuccessful reference. The referencing process normally takes 72 hours. The whole process is still subject to contract.

## TERMS & CONDITIONS

Each person who is over the age of 18 years consents to a credit search being carried out and references being sought. RRPM Ltd will use an external company to carry out the credit search and references. Any such results will be shared with the Landlord whose decision on the applicant(s) suitability will be final. If you wish to view the results of the credit search you may apply to the company who carried it out. The company details can be obtained from RRPM Ltd.

You agree to cover the cost of any replacement keys should they be required. The cost of which will be determined by the number and type of keys that require replacement. The cost will be that of replacing the keys by a professional key cutter with evidence to be provided in the form a till receipt or similar.

You agree to receive correspondence via email and accept service of notices, the tenancy agreement and other documents given under or in connection with the tenancy, by e-mail.

The tenancy agreement will be available to view on our website in advance for you to review. Please take the time to read this document carefully and contact us if you have any questions.

Before the tenancy agreement can be signed and keys handed over, the remaining balance MUST be paid in cleared funds. The remaining balance will be the first month's rent (minus the property retainer) plus five weeks security deposit. We are only able to accept payment via BACS.

Until the Tenancy Agreement has been signed, there is no contract in place between you and the Landlord. If the Tenancy does not proceed for any reason as planned, you cannot claim against the Landlord or RRPM Ltd for your costs or out of pocket expenses. Tenancy agreements and other tenancy documents will only be signed once RRPM Ltd can establish that we have vacant possession.

If the tenancy is granted in the name of more than one individual, then all parties must be present at check-in. You should be aware that the tenancy is jointly and severally liable meaning that all persons listed on the agreement are liable for the TOTAL amount of the rent and not just their "share". At check-in or shortly after, you will receive a copy of the Inventory Report via email. This should be returned to us with your comments within seven days of check in. No amendments will be accepted after this date

Appointments to move into the property can only take place Monday – Friday between the hours of 9.00am and 5.30pm. A date and time must be agreed with RRPM Ltd in advance.

You agree to sign all documents relating to your tenancy via electronic signature. Hard copies will be provided if requested within 14 days.

Your deposit will be protected by The Deposit Protection Service (DPS). The deposit is payable prior to, or at the point of signing the Tenancy Agreement. Your deposit will be paid back to you at the end of the Tenancy, subject to the property being in a satisfactory condition and all the terms of the Tenancy

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have been met. No interest will be paid on the Deposit. Deposits that are not in dispute will be returned to the Lead Tenant within 10 working days. Your deposit will be held in accordance with the Terms and Conditions of The Deposit Protection Service which can be found at [www.depositprotection.com](http://www.depositprotection.com).

RRPM Ltd will notify the utility suppliers of the start of the tenancy, your contact details, name and meter readings where applicable. You are responsible for the payment of all services and utilities that you consume at the property. You should ensure that you are happy with the meter readings taken and notify RRPM Ltd within 7 working days if you believe that there is a discrepancy. At the termination of the Tenancy, final utility bills showing the amount as zero must be provided once the property has been vacated and before the deposit can be released.

RRPM Ltd will notify the local authority for Council Tax. Tenants are responsible for council tax during the period of the Tenancy. If you vacate the property earlier than your tenancy end date, you will still be responsible for any remaining council tax payments until the end of your tenancy.

RRPM Ltd is registered with the Information Commissioner Office Registration Number ZA029006. A copy of our Privacy Policy is available on our website.

The Landlord will not have insurance in place to protect your personal possessions. You should arrange your own insurance to protect your personal possessions.

Smoking is absolutely prohibited in the property. Please ensure that all occupiers and guests of occupiers adhere to this.

We intend to conduct routine property visits on behalf of the landlord. These visits take place three months after check-in and every six months thereafter. We will notify you in advance via email before any inspection. If you do not respond to our requests in an appropriate time, we shall arrange access by providing at least 24 hour's notice.

It is your responsibility to maintain all smoke and carbon monoxide detectors in the property during your tenancy. The detectors will be checked on your move in date and if you have any concerns of their functionality, they should be immediately reported to RRPM Ltd.

All maintenance requests should be reported online by visiting the link below. You agree that any such maintenance requests that are not reported through this platform may not be attended to. By ensuring all maintenance enquiries are sent through this platform, we can ensure that the contractor best placed to resolve the issue is contacted.

<https://real-rents-property.fixflo.com/>

You agree that if you instruct contractors yourself, we will not reimburse any costs incurred.

If you do have any emergency issues, you should contact the relevant authority such as the fire brigade, police or national grid. Details are available on our website. In the event of a property related emergency you can contact the office on 01908 465130.

We will contact you towards the end of the tenancy to confirm whether you wish to renew or terminate the agreement.

RRPM Ltd is a member of The Property Ombudsman. Further information about The Property Ombudsman can be found at <https://www.tpos.co.uk>.

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RRPM Ltd is a member a Client Money Protect. Further information about Client Money Protect can be found at <https://www.clientmoneyprotect.co.uk/>.

### SCHEDULE OF ADDITIONAL PAYMENTS

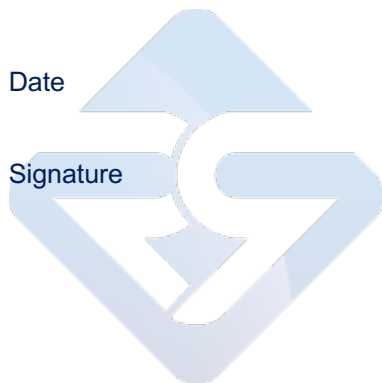
| Description  | Amount              |
|--|---------------------|
| <b>Early Release from Tenancy (subject to Landlord approval)</b> | £NIL                |
| <b>Replacement Keys</b>  | Cost of Replacement |
| <b>Late Rent</b>   | £NIL                |
| <b>Changes to the Tenancy Agreement</b>                          | £NIL                |

You are signing below to confirm that you have read the above terms and conditions and are aware of your responsibilities. Furthermore, you agree to adhere to all of the above conditions.

Name

Date

Signature



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PROPERTY MANAGEMENT LTD

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